

# VWoA Compliance

**From:** Audi Communications <audicomms@audi.com>  
**Sent:** Thursday, January 19, 2023 6:30 AM  
**To:** VWoA Compliance  
**Subject:** Dealer - IMPORTANT: Alternator Reimbursement Guidelines



## Dealer Communication

**To:** DP, GM, Sales, Service  
**From:** Audi After Sales

### IMPORTANT UPDATE: Loaner support for customers affected by alternator back order – Reimbursement Guidelines

Dealer Partners,

Effective immediately, Audi of America will reimburse the cost to provide Audi branded loaner support to customers affected by alternator failures awaiting parts replacement.

In order to qualify for this reimbursement, the following conditions must be met:

- The need must be due to a parts delay for the alternator.
- The loaner must be a branded Audi vehicle, sourced internally or through Audi on Demand.
- Reimbursement amount may not exceed \$30.00 per day.

To claim this reimbursement, please follow the SAGA claiming instructions below:

Claim Type	25K
Service Number	2726
Damage Category	0015
Labor Operation	LOAN 1600
Amount	\$30/Day
Claim Comments	Loaner provided for alternator failure

Audi Warranty may review claims for accuracy. Documentation of loaner support must be retained with the repair order. Any claim that does not meet the above criteria will be charged-back. Claims apply to vehicles within NVLW, CPO, and vehicles outside of NVLW.

#### Alternator 3.0L Customer Outreach Program

Alternately, customers may take advantage of a \$2,000 incentive towards the purchase or lease of a **new** Audi. This incentive is incremental to any other eligible and applicable incentives currently in-market. Please see bulletin **A22UCOP2** for further program details.

#### Alternator Dealer Inventory Assistance Program

Dealer taking affected customer vehicles in on trade and placing them in dealer inventory are eligible for Inventory Assistance until such time as remedy parts are available. These vehicles will receive varying levels of support based on model year/model as specified within the bulletin. Please see bulletin **A22UINV9** for further program details.

Please reach out to your field representatives with any questions.

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